THE VILLAGE SURGERY

PATIENT PARTICIPATION GROUP MEETING
Held 7 September 2015 at 6pm

ATTENDEES:

Eric Shone – Chairperson
Gerry Grant
Bob Bentley
Graham Davis
Dr Manian
Sylvia Davis
Leo Clare
Paul Swinhoe
Janet Wright
Jacquie Evans – Minutes

GUEST SPEAKER: Janet said there had been no reply from her email of 14 July 2015 to Julie Beevor, CSU. Leo went on to say that she had seen Julie recently but had not approached her.

APOLOGIES: Victor Duraiswamy (None received)

MINUTES FROM LAST MEETING: Agreed

PRACTICE ITEMS:

A & E: Janet said there had been some improvements in A & E attendees and those identified as ‘Complex Needs’ were invited to a 20 minute appointment at the Surgery if necessary, educating them on how to manage their illness etc., if it was deemed suitable. Janet went on to say the Surgery received information from A & E on a daily, weekly and monthly basis. The meeting was also advised that the GPs pay for every visit when a patient attends A & E.

Gerry suggested that in the next Newsletter an article about the implications of people visiting A & E could be in more depth. **Action: Janet/Gerry**

Meet the Group: Discussion took place regarding another date, and both Sylvia and Eric agreed to do a session on Wednesday, 7 October 2015 at 9am. **Action: Sylvia/Eric**

Possible New Member: Leo said she had spoken to Mr Beeston who was now unavailable having recently started a new course.

Next Newsletter: Janet said that late autumn or early winter would be an ideal time for the next publication, with possibility of half way through October; when Gerry said that an earlier date was possible with the following inclusions.

  - Report on Fun Day
  - Day in the Life of a Receptionist
  - Missed Appointments
  - Larger piece on A & E
  - Blood Tests
  - Flu Inoculation and Awareness

It was agreed that a meeting was required to discuss this. **Action: Janet/Gerry**

Also to be included in the Newsletter will be a piece from Sylvia on a book, possibly ‘Fiction’. **Action: Sylvia**
**Questionnaire:** Janet informed the Group that she felt another questionnaire should be done with the following items: “what do you think about your surgery”, “time waiting” etc. Leo said that she felt you could only answer questions that affect you and that you have knowledge about. Asking what they thought was good or bad i.e. 1 to 5 etc. How do the patients think the surgery is doing following the CQC visit?

Gerry asked what the effect the questionnaire would have etc. on the service.

**POSSIBILITIES FOR FUTURE MEETINGS:**

Information had been passed via Janet to Gerry re the Outlook Group on Ostomy/Colostomy association for possible invitation.

**Missed Diabetes Meeting:** Gerry said he had missed the meeting and was to write apologising to Mike Turner at Palmerston Surgery and asked the Group if they were interested in inviting David Scott from Diabetes to one of our future meetings. **Action:** Gerry

Gerry said he felt that another Agenda item for a future meeting would be for both PPGs to meet. **Action:** Gerry

**Summer Mayhem:** The Group was informed that we had been invited to this event and that this could have been informative, for example the possibility of teaming up with other PPGs.

**Bradwell Fun Day:** Bob informed the Group that he had stay at the event all afternoon and that it had been very busy with lots of people stopping to chat. He went on to say he had secured two people and that they had consequently filled in the PPG membership form. Bob also said that he had handed all the Surgery information paperwork to Janet to check the two names and that Leo would be contacting them with the dates of the next Meeting. **Action:** Leo

It was also suggested that interactive activities with a ‘medical’ theme might be considered, particularly could be of interest to children for the Fun Day next year.

**Guest Speaker:** Julie Beevor, CSU to be contacted again regarding possibility of attending a future meeting, several dates to be emailed **Action:** Janet/Leo

**Patients Congress:** CCG had passed information on “Models discussing at the moment”.

**Locality Meeting:** Leo to update the Group at the next Meeting. **Action:** Leo

**CCG:** Leo informed the Group that there will be a CCG Workshop on the 28 September 2015 regarding various issues including services provided in the North Staffordshire area for both North Staffs CCG and Stoke CCG. Leo agreed to feedback to the Group at the next meeting. **Action:** Leo

**NAPP:** Janet to organise the Surgery joining this Association, then to monitor how the first year goes. The Association provides information on starting up a Group, monthly bulletins, access to their website etc. **Action:** Janet  

(NB: Janet has now applied for Membership)
Future PPG Meeting Dates: Discussion took place regarding possible future dates, with the following being agreed. All to commence at 6pm.

30 November 2015
25 January 2016
21 March 2016
23 May 2016
25 July 2016
26 September 2016
28 November 2016

DATE & TIME OF NEXT MEETING: 30 November 2015 at 6pm